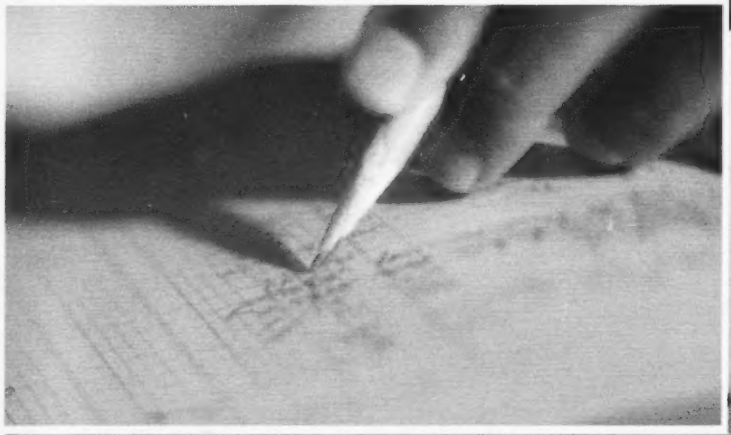

INDUSTRY PROFILES

Business, Building and Other Support Services Industry

June 2013

Alberta

Overview:

The Business, Building and Other Support Services industry[1] includes two industry groups, Management and Administration. Management includes two types of companies: those that manage other companies and those that own all or part of other companies. Administrative and Other Support includes companies which provide office, business and facilities administration, such as:

- record keeping and document preparation services, collection services, and employment services;
- custodial services, pest control services, landscaping services, carpet and upholstery cleaning services, packaging and labelling services, waste collection, treatment, disposal and remediation services;
- investigation and security services, and convention and trade show services; and
- call centres, travel agencies and tour operators.

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[1] North American Industry Classification System (NAICS) major groups 55 and 56

Section A: Business Environment

1. 2012 Employment and Unemployment Numbers and Rates:

	Alberta	Business, Building and Other Support Services Industry
Number of employed	2,149,600	72,900
Percent employed in the industry		3.4%
Number of unemployed	103,800	4,300
Unemployment rate	4.6%	5.6%

Data Source: Statistics Canada, Labour Force Survey, CANSIM Table 282-0008, 2013

For more information on employment numbers or for a historical comparison, please go to the Labour Force Statistics[2] or Statistics Canada[3] websites.

2. Industry's Growth:

- This industry accounted for 3.4% of total employment in Alberta in 2012.
- Employment in the Business, Building and Other Support Services industry is expected to grow at an average of 2.8% from 2011 to 2015.
- The industry is expected to account for 3.7% of total employment in Alberta in 2015.

For more information, see the *Alberta Modified Canadian Occupational Projection System (COPS) Outlook 2011 – 2015, Industry Employment Outlook*[4] online and the Alberta Learning Information Service (ALIS)[5] website for descriptions of industries.

[2] See http://www.eae.alberta.ca/lmi
[3] See http://www.statcan.gc.ca
[4] See http://eae.alberta.ca/labour-and-immigration/labour-market-information/labour-market-forecasts.aspx
[5] See http://www.alis.alberta.ca

3. Facts, Trends and Outlook:

According to Statistics Canada's National Economic Accounts, the Business, Building and Other Support Services industry accounted for 4.6%[6] of Alberta's Gross Domestic Product in 2011, up from 4.1% in 2001. Its share of Alberta's total employment increased from 3.3% in 2002 to 3.4% in 2012.

Employment in 2012 was 0.4% lower than its level in 2011. Over the last ten years, employment (the total number of employees and self-employed people) increased from 55,000 people in 2002 to 72,900 people in 2012, a 32.5% increase. There were 52,600 employees in the industry in 2012 of whom 81.7% were permanent and 18.3% were temporary. Self-employed people accounted for 27.8% of total employment in the industry in 2012.

Characteristic	Alberta	Business, Building and Other Support Services
Median Retirement Age (years)	63.7	58.4
Average Number of Hours Worked per Week	38.2	35.3
Multiple Jobholders (% of total employment)	5.7%	6.7%
Average Job Tenure (months)	88.8	67.9
Employees Under Union Coverage (%)	23.5%	8.6%
Employees Working Overtime per Week (%)	26.0%	20.0%

Data Source: Statistics Canada, Labour Force Survey, CANSIM Tables 282-0022, 282-0031, 282-0042, 282-0078 and 282-0084, 2013, and custom tabulation (median retirement age)

Note: The percentage of multiple jobholders in Alberta is obtained by dividing the number of multiple jobholders in Alberta by total employment in Alberta. The percentage of multiple jobholders in the industry is obtained by dividing the number of multiple jobholders in the industry by total employment in the industry. This calculation method also applies to the percentage of employees under union coverage and the percentage of employees working overtime per week.

According to *Alberta Occupational Demand Outlook 2012-2016*[7], employment growth in the Administrative services managers and Administrative support clerks occupations is expected to be at or better than 2.4%, the average for all occupations.

[6] This includes other finance, insurance and real estate.

[7] http://eae.alberta.ca/labour-and-immigration/labour-market-information/labour-market-forecasts.aspx

4. Size of Businesses in Alberta and the Industry:

Establishment Size	Businesses in Alberta		Businesses in Business, Building and Other Support Services	
	Number of Employees	%	Number of Employees	%
Less than 20 employees	633,200	35.1%	28,900	54.9%
20 to 99 employees	634,600	35.2%	15,500	29.5%
100 to 500 employees	342,100	19.0%	6,400	12.2%
Over 500 employees	194,400	10.8%	1,800	3.4%

Data Source: Statistics Canada, Labour Force Survey, CANSIM Table 282-0076, 2013

Note: Statistics Canada's survey methodology for determining establishment size differs from the one it uses in the Labour Force Survey to determine total employment. As a result, the total number of employees by establishment size will not be the same as total employment in the industry, except by coincidence.

Section B: Human Resources Profile

1. Occupational Information:

Some examples of occupations in the Business, Building and Other Support Services industry include:

- call centre agent;
- human resources professional;
- locksmith;
- travel consultant; and
- refuse collector.

For a complete listing of all occupations related to this industry as well as detailed information on education and skill requirements, visit the Alberta Occupational Profiles[8] website.

2. Demographics: Gender and Age:

According to the Labour Force Survey, the gender breakdown in the Business, Building and Other Support Services industry in 2012 was as follows:

- women employed: 34,200 people, or 46.9%
- men employed: 38,700 people, or 53.1%

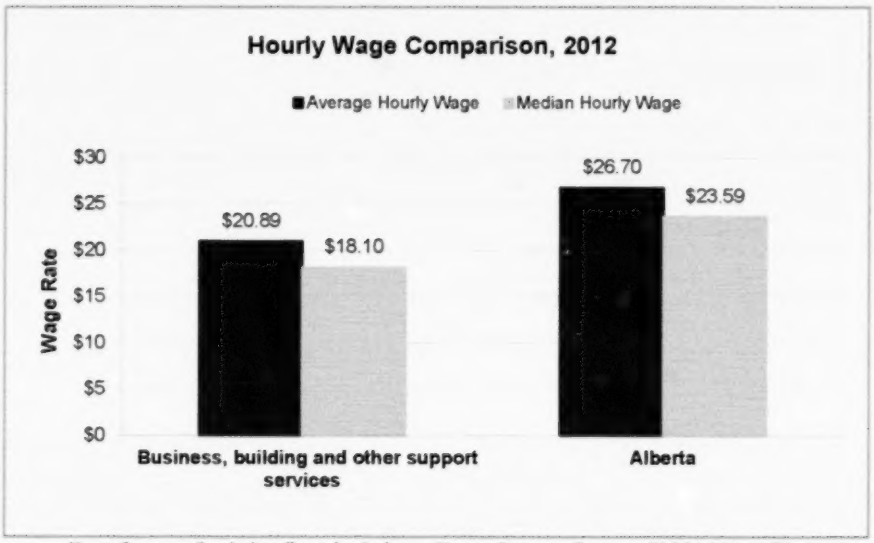
In Alberta, women accounted for 44.8% and men made up 55.2% of the total employment.

Age Characteristics	Employment in Alberta		Employment in Business, Building and Other Support Services	
	Number	%	Number	%
15-24 years	315,500	14.7%	8,300	11.4%
25-54 years	1,458,300	67.8%	49,200	67.5%
55 years and over	375,800	17.5%	15,400	21.1%

Data Source: Statistics Canada, Labour Force Survey, CANSIM Table 282-0008, 2013

[8] See http://www.alis.alberta.ca/occinfo

3. Wages:



Data Source: Statistics Canada, Labour Force Survey, Custom Table 282-0072, 2013
Note: The average hourly wage is obtained by dividing the sum of the wages of all the employees by the total number of employees. The median hourly wage is that wage below which half the employees earn and above which half the employees earn.

Wage and Salary Information for Selected Occupations

Occupation	Average Hourly Wage			Annual Average Salary
	Starting Average	Overall Average	Top Average	
Customer service, information and related clerk	$ 12.34	$ 12.50	$ 21.79	$ 24,058
Financial auditor and accountant	$ 23.84	$ 26.89	$ 36.87	$ 51,948
Conference and event planner	N/A	$ 23.05	N/A	$ 41,767

Data Source: 2011 Alberta Wage and Salary Survey
Note: N/A is reported in instances of insufficient response.

For more information on the 2011 Alberta Wage and Salary Survey, refer to the WAGEinfo[9] website. For job descriptions, duties, required skills and education requirements for specific occupations in the Business, Building and Other Support Services industry, visit the ALIS[10] website.

[9] See http://www.alis.alberta.ca/wageinfo
[10] See http://www.alis.alberta.ca

Section C: Additional Information

Links to Selected Associations in Industry:

- Canadian Security Association
  (http://www.canasa.org)
- Association of Canadian Travel Agencies
  (http://www.acta.ca)
- Edmonton Waste Management Centre
  (http://www.ewmce.com)